

# QA/QI Standard Minutes

## May 09, 2023

### *Review of 1st quarter 2023*

- ❖ Business Operations:
  - a. Budget (Revenue and Expenses)
    - i. Betsy is working on 2023 Budget
  - b. Marketing and Business Development
    - i. Social media
    - ii. Future planning in-person CDSA meetings with staff availability
  - c. Regulatory Issues
    - i. Preparing for tailored plans to start April 1<sup>st</sup>. Date got pushed back to October 1<sup>st</sup>.
    - ii. New yearly mandatory Child Maltreatment training. CDSA. Required reporting.
  - d. Human Resource Issues (Staffing and Training)
    - i. Continuing to look for speech therapists
    - ii. Service specific staff trainings of all offered services at DWU
  
- ❖ Health and Safety
  - a. External Inspections (Reports, analysis, and recommendations, results)
    - i. Completed in June of 2022. Due again in June 2023.
  - b. Safety Drills (Reports, analysis, and recommendations, results)
    - i. Sarah - Drills were conducted on the following dates
      - 1. Fire/Evacuation – 3/27/23
      - 2. Power Outage – 3/30/23
    - ii. Policies and Drill procedures were followed.
  - c. Self-Inspections (Reports, analysis, and recommendations, results)
    - i. Sarah – Inspection for 1<sup>st</sup> quarter 2023 completed on 3/30/23. No corrective actions recommended.
  - d. Incident Reports (Reports, analysis of trends, recommendations, results)
    - i. Sarah – 2 incidents were reported
      - 1. Client did not want to leave, slammed head back into staff's face. Alternative staff stepped in to assist with client.
      - 2. Client described possible abuse/violence at home. Clinical Director investigated situation. DSS was not contacted.
    - ii. All procedures were followed, staff responded appropriately. No recommendations were suggested. See attached report.
  
- ❖ Quality Improvement
  - a. Outcome Management (status, reports, recommendations, results)
    - i. See attached report.
  - b. Accreditation and Regulatory Requirements
    - i. Received 3-year accreditation in Sept 2022!
  - c. Policy and Procedure Updates and/or Review
    - i. Policies and procedures reviewed by management team at meeting on 2/7/23.

- d. Client Complaint and Grievance (specific and quarterly review of trends)
  - i. Sarah – 1 concern/complaint reported
    - 1. Parent aggressive confrontation in the parking lot at preschool towards another parent. Staff reported the concern, Corporate Compliance Officer and Clinical Director investigated. Both parties were contacted, issue was resolved. See attached report.
  - ii. Client Satisfaction Survey report. See attached.
- e. Planning Documents (reports, status of goals and objectives, reformulation)
  - i. Reviewed plans
- ❖ Risk Management
  - a. Risk Management Plan (exposure to loss)
    - i. Plan reviewed/updated
  - b. Employee Concerns, Complaints, Feedback
    - i. Sarah – none to report.
- ❖ Other Business
  - a. 20-year of Dreamweavers! Celebration ideas:
    - i. T-shirt designs
    - ii. Lewis Farm in Oct.
    - iii. Food truck
    - iv. Media attraction
    - v. Local news